



LEWIS BRISBOIS BISGAARD & SMITH LLP

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August 24, 2020

**VIA E-MAIL**

Attorney General Gordon MacDonald  
Office of the Attorney General  
Consumer Protection Bureau  
33 Capitol Street  
Concord, NH 03301  
Email: [DOJ-CPB@doj.nh.gov](mailto:DOJ-CPB@doj.nh.gov)

Re: Notice of Data Security Incident

Dear Attorney General MacDonald:

We represent Sedgwick Claims Management Services, Inc. (“Sedgwick”), a Tennessee-based company that provides claims, risk management, and other business services. This letter is being sent pursuant to N.H. Rev. Stat. § 359-C:20(b) because the information of two (2) New Hampshire residents may have been affected by a recent data security incident.

On July 31, 2020, Sedgwick detected that data on a limited number of servers was encrypted. It immediately launched an investigation and engaged a forensics firm to assist with its response. By August 2, 2020, the affected servers have been restored. On August 5, 2020, the forensics investigation identified that personal information of a limited number of current and former Sedgwick employees had been acquired without authorization during the incident. The information involved their names and Social Security numbers.

Although Sedgwick’s investigation is ongoing, it immediately notified those persons whose information was identified on August 5, 2020. On August 6, 2020, Sedgwick notified the affected persons with the attached letter in which they offered 12 months of credit monitoring and identity theft protection services through Experian.

In addition to restoring its systems, Sedgwick is working to implement enhanced security measures to minimize the likelihood of a similar event occurring in the future. Please contact me should you have any questions.

Sincerely,

A handwritten signature in blue ink that reads 'Sean B. Hoar'.

Sean B. Hoar of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

Attachment: Consumer Notification Letter



8125 Sedgwick Way, Memphis, Tennessee 38125  
Telephone 901.415.7400 | Fax 901.415.7409

August 6, 2020

Name  
Address  
City/State/Zip

**URGENT ALERT – Notice of Data Security Incident**

Dear Name, «GreetingLine»

We are writing to share with you some important information regarding an incident that may have involved some of your personal information.

<b>What Happened?</b>
On August 2, 2020, we detected unusual activity within two of our data centers and immediately launched an investigation. The investigation determined that colleague Social Security numbers (SSNs) may have been acquired without authorization. The SSNs were contained on Cunningham Lindsey data servers that were accessed without authorization between July 31 and August 2, 2020. It appears that the servers contained the data since the acquisition in 2018, and that information placed on the servers between 2014 and 2018 may have been involved. It was determined that your information may have been involved in the incident. As a result, we are contacting you to offer credit and identity monitoring services at no cost to you.
<b>What Information Was Involved?</b>
The incident may have involved your name and SSN.
<b>What We Are Doing.</b>
We are engaged in a thorough review of this incident and will undertake efforts to minimize the likelihood of such an incident happening again.  We want to offer you the protection of one year of complimentary credit monitoring.  While Identity Restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks <sup>SM</sup> . This product provides you with superior identity detection and resolution of identity theft.

The URL to activate the IdentityWorks membership is: <https://www.experianidworks.com/3bcredit>. The toll-free number for enrollments and/or questions is 877-890-9332. Please see the attached Experian document with the activation code.

Sedgwick works to protect the privacy of all individuals by continually refining our privacy and security programs and incident response procedures, regularly training of our employees, and conducting annual privacy assessments.

**What You Can Do.**

We recommend that you activate your complimentary Experian IdentityWorks<sup>SM</sup> services. Activation instructions are included with this letter. We also recommend that you review the guidance in this letter about how to protect your personal information.

**Other Important Information.**

By taking the following simple steps and availing yourself of the Experian services described above, you can further protect your personal information.

**Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. You can receive free credit reports by placing fraud alerts and through your credit monitoring. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com), call 1-877-322-8228, or complete an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can also contact one of the following three national credit reporting agencies:

Equifax	Experian	TransUnion
1-866-349-5191	1-888-397-3742	1-800-916-8800
P.O. Box 740241	P.O. Box 9532	P.O. Box 1000
Atlanta, GA 30374-0241	Allen, TX 75013	Chester, PA 19016
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.transunion.com">www.transunion.com</a>

You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled with Experian, notify them immediately by calling or by visiting their Member website and filing a theft report.

If you file a theft report with Experian, you will be contacted by a member of the Recovery Department who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned a Recovery Advocate who will work on your behalf to identify, stop, and reverse the damage quickly.

**Notify Law Enforcement of Suspicious Activity:** You should know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide

some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement.

**Fraud Alerts:** You may want to consider placing a fraud alert with the three credit bureaus. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information to place fraud alerts at all three bureaus is as follows:

Equifax Fraud Reporting 1-800-525-6285 P.O. Box 740241 Atlanta, GA 30374-0241 <a href="http://www.equifax.com">www.equifax.com</a>	Experian Fraud Reporting 1-888-397-3742 P.O. Box 9532 Allen, TX 75013 <a href="http://www.experian.com">www.experian.com</a>	TransUnion Fraud Reporting 1-800-680-7289 Fraud Victim Assistance Division P.O. Box 6790 Fullerton, CA 92834-6790 <a href="http://www.transunion.com">www.transunion.com</a>
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It is necessary to contact only ONE of these bureaus and use only ONE of these methods to place a fraud alert. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review.

**Security Freeze:** By placing a freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. There is no cost for this service. Simply contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit [http://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).

**For More Information.**

**You can obtain additional information** about the steps you can take to avoid identity theft from the following:

**For Maryland Residents:**

Office of the Attorney General of Maryland  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
[www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer)  
Telephone: 1-888-743-0023

**For Rhode Island Residents:**

Rhode Island Attorney General  
Consumer Protection Unit  
150 South Main Street  
Providence, RI 02903  
[www.riag.ri.gov](http://www.riag.ri.gov)  
Telephone: 401-274-4400

**For North Carolina Residents:**

Office of the Attorney General of North Carolina  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
[www.ncdoj.com/](http://www.ncdoj.com/)  
Telephone: 1-919-716-6400

**For New York Residents:**

New York Attorney General  
Bureau of Internet and Technology  
28 Liberty Street  
New York, New York 10005  
[www.ag.ny.gov](http://www.ag.ny.gov)  
Telephone 1-800-771-7755

**For all other US Residents:**

Identity Theft Clearinghouse  
Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
[www.consumer.gov/idtheft](http://www.consumer.gov/idtheft)  
1-877-IDTHEFT (438-4338)  
TDD: 1-202-326-2502

We sincerely apologize for any inconvenience this event may cause you. Please call me at (901) 415-7430 if you have any questions.

Very truly yours,



Brenda Corey  
Chief Privacy Officer

BGC:khh